

Ahlstrom Corporation, Helsinki/Finland

## Highest availability of systems worldwide – with application hosting from itelligence AG!

»We were no longer satisfied with our previous outsourcing service provider. After we changed to itelligence, it was much better – faster response times, improved service, greater flexibility and lower costs. itelligence understood our requirements from the beginning and consistently implemented them – Ahlstrom has now found the ideal outsourcing partner!«

Reinhard Wiggers, Manager of the SAP Competence Center, Ahlstrom Corp.

As one of the world's leading providers of high-performance fiber composites and specialty papers, Ahlstrom is represented with 39 production locations and sales locations in more than 25 countries throughout the world. In order that the processes run smoothly across six continents, Ahlstrom deploys a complex system landscape with nine SAP instances. And for these, Ahlstrom was searching for a new, professional hosting partner which could offer better service, higher flexibility and lower costs than the previous outsourcing partner. From the perspective of the large corporation,

there were several reasons to choose itelligence AG: Prior positive experience with itelligence as an SAP consulting house. The references in the hosting area were also more than convincing. Compared to the competition, itelligence featured the best price-to-performance ratio. Furthermore, as a certified "SAP Global Partner Hosting" company, the full-service SAP provider with state-of-the-art data centers in Germany, Poland, Malaysia, Switzerland and the USA scores additional points – already, over 1,000 systems are hosted worldwide with more than 45,000 SAP users.

**itelligence**

## Ahlstrom Corporation

With 5,800 employees and 39 production locations in more than 20 countries, Ahlstrom is among the world's leading providers of high-performance fiber composites and specialty papers. And the company also has plans for the future: unified processes and working methods and optimized utilization are intended to lead to a further improvement of financial performance and increased efficiency in all three business areas: fiber composites, specialty papers and consumer products. Founded in 1851, the company has been listed on the NASDAQ OMX in Helsinki, Finland, since 2006.



**Name:**  
Ahlstrom Corporation

**Industry:**  
Paper industry

**Products:**  
High performance fiber composites and specialty papers

**Company size:**  
5,800 employees including 1,000 SAP users

**Sales:**  
EUR 1.6 billion in 2009

**Headquarters:**  
Helsinki, Finland

**Branches:**  
international

### Systematic migration – successful change

For itelligence AG, the special challenge was the extremely limited time window which was available for this outsourcing project. The changeover from the previous outsourcing partner to the itelligence data center in Bautzen, Germany, had to be performed within just three months – including the complex IBM Content Manager archive system which is deployed at Ahlstrom. Therefore, the itelligence team provided comprehensive advice in advance with regard to the measures that needed to be taken for a new disaster recovery concept and with regard to the migration strategy that appeared to be most appropriate to the consultants. It was planned that the nine SAP instances of Ahlstrom would be taken over in a structured campus cluster. Since the cluster nodes are distributed across two data centers, the highest level of security is guaranteed. In addition, an SAN mirror and shadow database for the ERP system and the SAP Business Intelligence (BI) guarantee that the SAP landscape is reliably available 24 hours a day, seven days a week. In this way, itelligence achieves the high availability of 99.5% per month for the production ERP system and 98.5% per month for the remaining systems.

### Mature technology – high-availability solution

The complex solution was connected to the itelligence data center via MPLS (Multi Protocol Label Switching), in which a redundant connection was established via two providers. And from that location, itelligence now operates the entire ERP solution for Ahlstrom with BI 7.0, PI 7.0 and Solman 4.0. 1,000 users and 3,7 TB SAN of storage are now hosted at the strategic technology location in the city of Bautzen in Saxony, Germany. The technical basis is formed by Intel and AMD servers in conjunction with the Linux operating system and the MaxDB database system. For this purpose, a partial virtualization was carried out via VMware.

Ahlstrom also makes use of the extended services of itelligence AG: the fax connection was jointly implemented as well.

### Quality hosting with a perfect price-to-performance ratio

“During the migration, we also successfully carried out a technical release change to ERP 6.0 EHP4 together with itelligence,” reported Reinhard Wiggers, Manager of the SAP Competence Center at Ahlstrom Corp. “The gateway servers that connect the radio data transmissions in the worldwide Ahlstrom warehouses to the central SAP ERP system were also taken over. Thus, all of our goals were achieved with our new outsourcing partner itelligence. We profit from better system performance, higher flexibility and improved service – all at a really perfect price-to-performance ratio. For us, the hosting costs have been reduced.”

### Facts & Figures

**Project:** Transfer of the ongoing SAP operations to the itelligence outsourcing center in Bautzen

**Operated systems:** SAP ERP 6.0 EHP4, BI 7.0, PI 7.0 and Solman 4.0

**IT infrastructure:** Intel/AMD servers, Linux OS, partial virtualization based on VMware, MaxDB database system and MPLS network

#### The advantages:

- High-availability and highly integrated system landscape
- Improvements in stability and performance
- 24 x 7 around the clock service
- Continuous professional maintenance
- Use of the modern and secure infrastructure in the itelligence data center

